

Paper reference

**20161K**

**Pearson BTEC**

**Level 3**

**Nationals Extended Diploma**

# **Information Technology**

**UNIT 14: IT Service Delivery**

**(Part B)**

**Window for Supervised Period:**

**Monday 25 April 2022 - Monday 16 May 2022**

**Supervised hours: 8 hours**

**You must have**

Outline\_Service\_Strategy.rtf

Define\_IT\_Service\_Catalogue.rtf

IT\_Service\_Management\_Implications.rtf

**You will be given**

Information Booklet.

**THIS PACKAGE CONTAINS 1 COPY**

**A4 Modification 24pt BOLD**

**You MUST NOT use the standard version of the question paper with this modified question paper.**

**The modified question paper may contain differences to the standard question paper.**

**These differences are part of the modification process.**

**ALL components of the examination that the candidate attempts MUST be returned with the candidate's question paper.**

**This includes any answer booklets and diagram booklets.**

**Any component not returned will remain unmarked and could impact on the grade received by the candidate.**

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